

**APSE Roads and Street Lighting Advisory Group Online Meeting – Friday 26 February 2021 10.30 AM to 12.00PM**

**Welcome: Cllr Frank Anderson, West Lothian Council**

***Agenda***

**Measuring customer satisfaction within roads maintenance - Update**

***Speaker:*** Dave Knapman, IQSS

**Post COVID-19 should we be considering a more generic/ multi task role within roads and street lighting services?**

***Discussion led by:*** Ian Lennox, Operations and Asset Manager (Roads), Midlothian Council

**Spaces for people: Local authority experiences and lessons learnt**

***Discussion led by:*** Kenneth Brown, Senior Engineer - Maintenance, West Lothian Council

**Roads and Street Lighting clinic: Any issue affecting service delivery**

***Group discussion***

*This provides an opportunity for attendees to discuss any challenges and solutions that councils are experiencing and adopting in relation to a particular issue*

**APSE Update**

***Speaker:*** Louise Melville, Principal Advisor, APSE

**About the meeting**

This online meeting will be hosted using Microsoft Teams and those signing up to join the meeting will receive an online joining link. Any PowerPoint slides and a link to related briefings and research will be made available to participants after the event. The chat function will also be available for participants to use as well as the opportunity to join in this online event through both video and audio facilities.

**The meeting will end at 12.00 PM**

# Virtual meeting etiquette

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To ensure that the meeting runs to time we have some gentle guidelines and tips.

## Connecting to the meeting:

You will have received an email from the host which contains the following text at the bottom:

## Join Microsoft Teams Meeting

[Learn more about Teams](#) | [Meeting options](#)

When it is time, you need to click on the 'Join Microsoft teams meeting' text. When you do this you may be on hold for a few seconds until the organiser of the meeting admits you to the meeting. Should you be disconnected at any point, you can still use this link to reconnect.

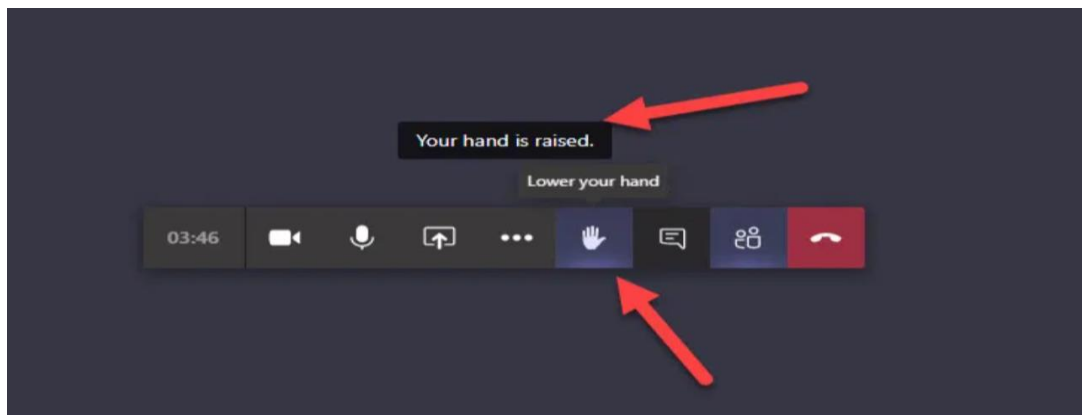
## During the meeting:

To avoid creating an echo for others, please turn off your microphone using the microphone button on the toolbar



The toolbar (this is usually in the centre of the video call screen, if not, click on the centre of the screen and it should appear):

You can now also use the 'hands up' facility. Just click to raise your hand to speak or click again to lower your hand.



Please ensure that the 'chat' facility is in view, this appears at the right-hand side. This can be done by clicking the chat icon.



If you wish to make a comment during the meeting, please indicate to the meeting Chair by raising your hand or add a comment in the chat so that the meeting host / chair is aware.

When the Chair invites you to speak, please un-mute your microphone by again pressing the button. (Please remember to silence this when you have finished speaking).

If you have a camera facility, please enable it by clicking the camera button



Some devices will not have an inbuilt camera, this does not prohibit you from joining the meeting. Users do need access to sound to hear the content of the meeting.

You may notice that the people who are visible on your screen changes, this is because MS Teams shows the person speaking and those who have recently spoken.

Should you lose connection to the meeting, please go back to the original link sent by the meeting host, and re-click on the link.

## **GDPR**

APSE will not be recording or saving the video call, please do not record any element of the meeting as you need express permission from all attendees.